



TRAINING OPPORTUNITY
Detrick Center for Training and Education Excellence
Fort Detrick, MD

Course Title: CUSTOMER SERVICE – IT'S EVERYONE'S BUSINESS!

Dates / Location / Hour: 23-24 Mar 04, DCTEE, Classroom 2, Bldg. 1520, Fort Detrick, MD / 0800-1600

Registration Deadline: 09 Mar 04, Call the Course Manager if you have a nomination but have missed the suspense; there may still be spaces available.

Cost: \$200 per participant

Vendor: Frederick Community College/JTA Customized Training, 7932 Opossumtown Pike, Frederick, MD 21702

Description: Our economy is driven by service industries; "people skills" are critical for personal and organizational success. How you handle your customers can directly affect your individual goals, your work team, and your organization's performance. This class gives you the skills you need to communicate professionalism, gain respect, and enhance your internal and external customer relationships.

Benefits: After attending this class, the participants will:

- Define our customer, both internal and external
- Understand our customers and define their needs
- Define barriers to Customer Service and how to overcome them
- Understand that good service is based on perceptions
- Be able to use questioning techniques to obtain information

Who should attend: Anyone who provides a service or product to external or internal customers, including customer service representatives, technical and support personnel, field service representatives, account managers, credit and billing specialists, small business owners—as well as managers who want to reinforce their skills and train their staffs in the art of customer service.

Check your Army Civilian Training Education and Development System Plan at <http://cpol.army.mil/train/acteds> to see if course will satisfy the core competency requirements in your Career Program or Career Field.

Course Manager: Tel. 301-619-3360, Fax 301-619-2884, E-Mail: USAGDCTEE@det.amedd.army.mil

How to Nominate and Apply: FAX DD Form 1556 to DCTEE (301-619-2884 or DSN 343-2884) or mail to bldg 1520 by the registration deadline. Make sure Blocks 17, 19, 23, 25, 32, 33, and 34 are properly completed. Include nominee's email address and Training Coordinator's phone number and email address in Block 18. Training coordinators must add billing information in blocks 27 and 37.

Do not attend unless you have received confirmation from the course manager prior to the start of the course. Although we try to accommodate all training needs, faxing a nomination to us does not guarantee a space allocation. Check with your activity Training Coordinator if you have not received confirmation two-four weeks prior to the class starting date.

Notes: Individuals who require special services or accommodations due to a disability should advise this office immediately (wheelchair access, interpreter, etc).